NETWORK MANAGER REPORT

SEPTEMBER 2006

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

The month of September was geared around finalizing license renewal application updates for many agency partners who renew with the state's fiscal year starting on October 1st. During the month, AI completed change management updates for over 10 applications. Currently, the annual new service/application total is 19 applications for 2006, but several services are projected to move to production in early October. AI has applications in production for 32 State agency partners.

Highlights during the month were:

- AI worked with the Department of Revenue (ADOR) to streamline the current ACH returns process for the benefit of the state. The new process provides the department with additional return reporting information allowing each division to follow standard operating procedures that they are accustomed to for collection and invoicing efforts.

- The Department of Education certification payments application was put into production in late August. This application hit the ground running by processing over 400 payments since September.

- The Alabama Department of Finance Information Services Division IT Strategic Planning application experienced a first year adoption rate of 41%. This application is an in-kind service designed to gather budgeting data from 192 state agency IT directors.

- The Alabama Board of Physical Therapy license renewal application has experienced an overwhelming first year adoption of over 70%. This application will continue to accept license renewals through November with no late fee.

- The Alabama Board of Nursing license renewal application processed almost 15,000 renewals in September. The board is striving to successfully obtain over 95% adoption. Currently, the adoption percentage of online versus paper submissions is 94%.

- AI worked with the Information Services Division to provide access to the cyber security national awareness content. A graphical button is visible on the portal and links to the state's cyber security tips page.

Marketing

AI met with ADOR to discuss marketing objectives and agency plans to help promote the adoption of the department's newest tax offerings. With past efforts, some of the applications have grown by over 40% year-over-year. As one goal, AI will target tax software companies directly to inform them of the availability of these services for each of their clients.

Plans are underway to produce a marketing booklet to display a sampling of campaigns that have been utilized in Alabama. The initial concept is to develop a tool that agency partners can use to gathering marketing ideas to help increase the adoption of each application. This book would also include general information containing topics such as, how to do business with AI, things to expect during pre and post development and an FAQ section.

In conjunction with the state's performance in the annual Center for Digital Government Best of the Web competition, the state's CIO was featured on WSFA channel 12 primetime news in Montgomery. AI has purchased copies of this recording and will provide those to the CIO's office as soon as they are available.

Customer Service

September has kept the customer service team on its toes with peak license renewal season. The customer service team has assisted hundreds of constituents among many different licensing agencies in renewing their professional licenses. Many of the calls have ranged from customers trying to remember what they purchased from Alabama Interactive to walking them through each step of the renewal application process.

In addition to phone support, the customer service team is dedicated to responding to questions through the portal's LiveHelp utility. This service allows visitors to interact with live support staff during normal business hours or they have the option to send an offline email after hours. All offline help requests are responded to during the beginning of each business day.

Development

In September the AI Dev-Share team discussed the topics of security compliance and technical documentation. As part of the security compliance meeting we discussed the topics of application security scanning, Cybertrust Security recommendations, and corporate / SOX compliance issues. During the technical documentation meeting we discussed ways to enhance AI's current technical documentation on each project. These modifications will ensure a smooth transition from developer to developer allowing them to maintain their current projects as well as help reinforce standard development practices.

COMPLETED!

Completed in 2002

Alabama Board of Nursing	· Renewal of Registered Nursing License · Reactivation of a Nursing License · Reinstatement of a Nursing License
Alabama Department of Public Safety	· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	· Renewal of Real Estate Licenses · Broker/Agent Certification
Alabama Secretary of State	· Merchant Services

Completed in 2003

Alabama State Banking Dept.	· Renewal of Small-Loan and MiniCode License · Renewal of Pawn Broker License · Renewal of Mortgage License
Alabama State Bar	· Membership Renewal
Alabama Board of Chiropractic Examiners	· Renewal of License · Licensee Verification
Alabama Department of Conservation and Natural Resources	· Online Hunting and Fishing Licenses · Hunting and Fishing Licenses/Point-of-Sale · Probate Court Point of Sale Hunting and Fishing Licenses · Oak Mountain Bow Hunt Registration · Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	· Alabama State Portal
Alabama Department of Insurance	· Merchant Services · Merchant Services for Provider Renewals
Alabama Board of Nursing	· License verification and disciplinary status-Subscriber · Name and Address Change · LPN Renewal
Alabama Real Estate Commission	· Instructor License Renewal
Alabama Department of Revenue	· Sales, Use and Lodging Tax Filings · Refund Status for Individual Income Tax
Alabama Secretary of State	· UCC (Uniform Commercial Code) Filings

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-"Smoke School" Registration -Smoke School Fall Registration Updates
Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates

Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

Completed for 2006

Agency	Application	Description	Status
Alabama Licensure Board for Interpreters and Transliterators	License Renewal	This service allows professionals to renew their licenses and permits online.	This application is complete and in production.
Alabama Department of Revenue	Tax Estimations	This service allows taxpayers to file their current year tax estimations.	This application is complete and in production.
Alabama Real Estate Commission	Simple Transfers	This service allows licensees to activate or deactivate their existing license with a real estate company.	This application is complete and in production.
Alabama Department of Mental Health and Mental Retardation	Case Manager Online Subscription Services	This interactive service allows case managers to complete training and certification via the web.	This application is complete and in production.
Alabama Board of Nursing	Pay Fee/Fine Application	This will be a service to allow Nurses to pay a fee/fine online	This application is complete and in production.
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is complete and in production.
Alabama Home Builders Licensure Board	Expired individual license renewal	Allows individuals to renew expired licenses online.	This application is complete and in production.
Alabama Department of Revenue	Certificates of Good Standing	This application will allow for online access to certificates of good standing.	This application is complete and in production.

Farmers Market Authority	Shopping Cart	This will be a shopping cart Application.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Alligator Hunt	This application allows citizens to be put into a drawing for Alligator Hunting in Alabama.	This application is complete and in production
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is complete and in production.
Home Builders Licensure Board	Expired Inactive Licenses	This application will allow expired inactive home builders to apply online.	This application is complete and in production.
Home Medical Equipment Board	License Renewal	This will be an online license renewal application for sellers of home medical equipment.	This application is complete and in production.
Department of Education	Certification Payments	This will be an online payment service for fingerprinting and certification requests.	This application is complete and in production.
Alabama State Board of Public Accountancy	Firm Renewals	This will be an online renewal application for accounting firms	This application is complete and in production.
Alabama Board of Physical Therapy	License Renewals	This will be an online license renewal application for physical therapists	This application is complete and in production.
ISD	IT Strategic Planning Application	Application for IT Strategic Planning	This application is complete and in production.

Coastal Birdfest	Coastal Birdfest Merchant Services	This application is a merchant service for Coastal Birdfest	This application is complete and in production.
Alabama State Board of Chiropractic Examiners	Facility Renewal Application	This application allows facilities to renew its license online	This application is complete and in production.

Updates in 2006

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2006	Updates to last year's online application. Allows users to select courses and find out automatically which course they will be in.	This application is complete and in production.
Alabama Department of Industrial Relations	Workers Compensation Application Updates	This is an update to a pre-existing application for DIR	This application is complete and in production.
Alabama Real Estate Commission	Certification Updates	This is an update to a pre-existing application for AREC.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Intranet Utility	Allows the Board to generate reports for renewals of facilities	This application is complete and in production.
Department of Public Health	Provider Facility Renewal Update	Update will allow for late fees to be charged to facilities renewing late.	This application is complete and in production.
Alabama Department of Revenue	Tax Extension	Redesign allows for corporations to file extensions	This application is complete and in production.

Alabama Department of Revenue	Tax export script updates	Scripting update for exporting to Drake.	This application is complete and in production.
Alabama Department of Finance	alabama.gov V.4	2006 version of alabama.gov	This application is complete and in production.
Alabama Real Estate Commission	Application Updates for 2006	These updates have been requested to reflect 2006 changes	This application is complete and in production.
Department of Conservation and Natural Resources	Becoming an Outdoor Woman updates	Updates to the BOW application for fall 2006.	This application is complete and in production.
Alabama Board of Registration for Foresters	Updates to renewal application for 2006	Updates to the Forester renewal application for the 2006 renewal period.	This application is complete and in production.
Alabama State Board of Chiropractic Examiners	Application Updates for 2006	These updates will allow payments via AMEX and eCheck	This application is complete and in production.
Real Estate Appraisers Board	2006 updates to renewal application	Updates for 2006 rules	This application is complete and in production.
Alabama Department of Revenue	Update for Estimations and Extensions failed payments	Update to email user when payment fails	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Outdoor Alabama Magazine update	Updates for vendors responsible for distribution of magazines	This application is complete and in production.

Alabama State Board of Public Accountancy	Updates for CPA app	Global dates; CPA registration	This application is complete and in production.
Alabama Board of Architects	License updates for 2006	Updates to existing Architect applications	This application is complete and in production.
Alabama State Banking Department	2006 Updates for License Renewals	Updates released in phases	This application is complete and in production.
Department of Mental Health and Mental Retardation	Update to Phase 1	Updates to existing Phase 1	This application is complete and in production.
Alabama Board of Pharmacy	Application Updates for 2006	These updates have been requested due to Board changes for 2006	This application is complete and in production.
Alabama Board of Nursing	Application Updates for 2006 (Renewals)	These updates are for the 2006 renewal season	This application is complete and in production.
Alabama State Bar	Update for fees in 2006	These updates are for fee increases	This application is complete and in production.
Examiners in Speech Pathology and Audiology	Updates for 2006	These updates are for 2006 renewal season	This application is complete and in production.
Home Builders Licensure Board	Updates for 2006	These updates are for 2006 renewal season	This application is complete and in production.

IN TESTING…..

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is on hold by agency.	July 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is on hold by agency.	March 2006
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept echeck payments.	This application is in agency testing.	April 2006
Alabama Heating and Air Conditioning Contractors Board	License Renewal	This service will allow heating and air conditioning contractors to renew their license online.	This application is in agency testing.	May 2006
Alabama Department of Revenue	Excise tax extension	This service will allow for online excise tax extensions.	This application is in testing.	April 2006
Alabama Department of Revenue	Consolidated Financial Return	Online Consolidated financial return	This application is in testing.	April 2006

Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in agency testing.	April 2006
Marriage and Family Therapy Board	License Renewal	This will be an online license renewal application for therapists.	This application is in agency testing.	August 2006
Alabama Department of Revenue	Privilege, Shares, Extensions (PSE)	This application will allow citizens to pay for their business taxes online	This application is in agency testing.	July 2006
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in agency testing.	October 2006
Alabama Department of Public Health	Updates Facility Renewal CC additions	Update to allow credit card payments	This application is in agency testing.	October 2006
Alabama Department of Public Health	Updates for online certificates for facility renewals	Update allowing users to print off certificates for facilities	This application is in agency testing.	October 2006
Electrical Contractors Board	License Renewal	This application will allow contractors to renew their license online	This application is in agency testing.	September 2006
Department of Conversation and Natural Resources	Boat Registration for POS	POS for Boat Registration at Probates	This application is in agency testing	January 2007

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for exams.	This application is on hold.	August 2006

Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Agriculture and Industries	Pesticide Education Tracking	This application will allow for online education tracking	This application is on hold by the agency	August 2006
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Board of Cosmetology	License Renewals	This application will allow Cosmetologists to renew their license online.	This application is in the pre-project planning phase.	November 2006
Alabama Department of Mental Health and Mental Retardation	Phase 2 Case manager training (agency)	This phase will allow agencies to get access to the case manager training information	This application is in development.	July 2006
Alabama Board of Registration for Foresters	Initial Application	This application will allow new Foresters to apply for a license online	This application is in the pre-project planning phase	December 2006
Alabama Board of Nursing	Update for license verifications	Update for license verifications	This application is in development	December 2006
Alabama Board of Professional Engineers and Land Surveyors	Certificates of Authorization	This application will allow facilities to renew their licenses online	This application is in development	October 2006
Alabama Department of Conservation and Natural Resources	Park Reservation System	Application to allow citizens to reserve camp sites	This application is in the pre-project planning phase	January 2007

Alabama Home Builders Licensure Board	2006 Updates for License Renewals	Updates to existing HBLB applications	This application is in development	October 2006
Department of Conservation and Natural Resources	magazine subscription adding renewal and gift option to app	Allows citizens to pay for subscription, gifts, or licenses at same time	This application is in the prep-project planning phase	October 2006
Alabama Real Estate Commission	Update AREC Education application	Update validation routines for education app	This application is in the pre-project planning phase	September 2006
Alabama Department of Public Health	EMS facility renewals	Allows brick and motor buildings to renew licenses	This application is in the pre-project planning phase	December 2006
Alabama Department of Revenue	IFTA Merchant Service	Merchant Service for IFTA payments	This application is in development	October 2006
Alabama State Board of Veterinary Medical Examiners	License Renewal Application	Online application for license renewals	This application is in the pre-project planning phase	October 2007
Alabama Real Estate Commission	Update for Simple Transfers	Update to the Simple Transfer application	This application is in development	October 2006

SERVICE REQUESTS

Service Request #113
Alabama Department of Revenue – IFTA Merchant Service
Alabama Interactive requests and recommends that this service for the Alabama Department of Revenue is added to the network as a charge service. The IFTA merchant service application will be developed at no cost to ADOR.

Service Request #114
Alabama Department of Revenue– Individual e-filing
Alabama Interactive requests and recommends that this service for the Alabama Department of Revenue is added to the network as a charge service. The individual e-filing application will be developed at no cost to ADOR.

MONTH IN REVIEW

Total September AI Network Transactions:	216,789
Average Successful Request per Day:	7,226
Total September alabama.gov Visitors:	192,706
Total September alabama.gov Page Views:	747,905
Total September alabama.gov Chats or Offline Messages from Live Help:	409

OPERATIONS & ADMINISTRATION

Alabama Interactive has developed several proposals for new and innovative services. Some of the new services have been previously implemented in other states through our affiliates.

OTHER BUSINESS/IN CLOSING

In closing, September was a busy month with the completion of several application upgrades in preparation for October 1st renewals. Several agencies seem to be receiving strong year over year adoption rates.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

I can be reached at 334-261-1988, or email at wmcinnis@alabamainteractive.org

Respectfully Submitted,

Winn McInnis